

CHAPTER 12
RETIRED PAY

1. TASK - Provide Daily Customer Service to Retirees.

a. OPLOC:

Not applicable.

b. FSO:

Answer retiree (Fleet Reserve, Naval Reserve, disability, and non-disability retirements), former spouse and beneficiary customer inquiries concerning the member's pay, deductions, allotments, and SBP/RCSBP/RSFPP status.

2. TASK - Process Transactions.

a. OPLOC:

Not applicable.

b. FSO:

(1) Input and/or inquiry into the Defense Retiree and annuitant Pay System - Retiree and Casualty Pay Subsystem (DRAS-RCPS) using computer terminal.

(2) Process the following transactions on the DRAS-RCPS using computer terminal:

VERB NAME

PURPOSE

HUNT

To inquire into the retired pay master of a member by entering HUNT", the member's SSN, and the area of the member's account to be viewed. Example: "HUNT, 999999999, SBP" to inquire into the member's Survivor Benefit Plan (SBP) status.

HSSN

Retiree/Former Spouse Social Security Number dictionary inquiry.

<u>VERB NAME</u>	<u>PURPOSE</u>
HERS	To view information on the former spouse record.
NFOC	To view the on-line Field Daily Transactions report which displays the transaction disposition of input from RCPS and its related subsystems: allotments, 1099-R and notice of death (NOD).
NCOA	To process changes to a member's correspondence and/or check address.
NSIT	To process changes to a member's State Tax withholding (SITW).
NAW4	To process changes to a member's Federal Income Withholding (FITW).
NPAY	To provide an official statement of a member's retired/retainer entitlement and current gross amount.
NCER	To verify the acceptance of NPAY input and to determine if other statements have been issued for the member during the last month.
W2P2	To view the member's 1099-R account to ensure that it is active and to determine the most recent 1099-R on file.
W2P1	To process 1099-R retiree reissues.
HDTH	To process an official notification of death by placing the
HDUN	To process an unofficial notification of death by suspending the retired pay account.
HINQ	To view deceased retiree, annuitant, arrears, designated beneficiary and next of kin data.

<u>VERB NAME</u>	<u>PURPOSE</u>
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A195	To view the Allotment Master (AMSTR) which contains the retiree's active allotments, and inactive allotments terminated within the last six months.
ABIN	To access the Blanket Code Directory (BCD) screen to identify the three digit blanket code found on the A195 AMSTR.
NALM	To process allotments start, stop, change of amount and
RCB0	To access the Returned Check and Bond system to identify check, bond or EFT payments that have been returned to DFAS-CL.
RPHA	To view the Electronic Funds Transfer (EFT) Payment History which provides a summary of all EFT payments on behalf of the member.
RFOM	To obtain the Financial Organization Master Record which provides the EFT payment address, type of financial organization and payment media (check or EFT).

(3) The following points of contact are provided for assistance:

Assistance Needed	POC/Office Symbol	Number
DFAS-CL Session Establishment	Help Desk FSA-CL/GLIMP	DSN 580-5890 Comm (216) 580-5890
Retired Pay Processing Assistance	Customer Service DFAS-CL/ROD	DSN 580-5770 Comm (216) 522-5770
Retiree and Family Inquiries	Customer Service DFAS-CL/ROD	Comm (216) 522-5955 Toll Free 1-800-321-1080
FAX Documents	Customer Service DFAS-CL/ROD	DSN 580-5237 Comm (216) 522-5237 Toll Free 1-800-469-6559

(4) Procedures for signing onto DFAS-RCPS and input procedures for processing each task are found in the Retired Pay Field Office User's Guide, dtd. July 1993. This

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manual may be obtained from DFAS-CL/ROCX, Retired Pay Technical Liaison Section. POC is Harry McGowan at DSN 580-6171.

3. TASK - Take Error Disposition Action on RCPS, NOD, 1099-R and Allotment Transactions Where Applicable.

a. OPLOC:
Not applicable.

b. FSO:

(1) Identify erroneous input using the NFOC on-line field Daily Transactions Report.

(2) Take appropriate corrective action on RCPS, NOD and 1099-R input as detailed in the Retired Pay Field Office Guide Disposition Codes section for each input verb.

(7) Use the Error Correction and Control On-Line (ECCO) system for correction and reprocessing of allotment errors.

4. TASK - Perform Document Disposition as Detailed in the Retired Pay Field Office User's Guide Document Disposition Instruction.

a. OPLOC:
Not applicable.

b. FSO:

Documents should be sent to the following address:

DFAS-CL
Directorate for Retired Pay, Code ROB
P.O. Box 99191
Cleveland, OH 44199-1126

(1) Send accepted NAW4 transactions' hard copy documentation (IRS Form W-4) to DFAS-CL at end of week. Mark envelope: "**ACCEPTED W4 TRANSACTIONS.**"

(2) Send field rejected/unauthorized actions documents to DFAS-CL for processing. Mark envelope: "**FIELD REJECTED/UNAUTHORIZED ACTIONS.**"

(3) Send all documents related to death of member or payment of arrears to DFAS-CL. Mark envelope: "**CASUALTY FIELD DOCUMENTS.**"

(4) Retain all other accepted transactions' hard copy at the local office for a period of 3 months from the processing date.

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